

Fitchburg Gas and Electric Light Company d/b/a Unitil

Gas Division

Telephone Service Factor

Benchmarks, Standard Deviations, and Supporting Calculations

Non-Emergency Calls

Benchmark	59.6%	handled within 20 seconds
Current Year Performance	2005: 68.5%	handled within 20 seconds
Historical Data Used to Set Benchmark	2004: 75.7%	handled within 20 seconds
	2003: 66.3%	handled within 20 seconds
	2002: 64.4%	handled within 20 seconds
	2001: 63.0%	handled within 20 seconds
	2000: 51.5%	handled within 20 seconds
	1999: 48.8% (1)	handled within 20 seconds
	1998: 47.3% (1)	handled within 20 seconds
Average	59.6%	handled within 20 seconds
Standard Deviation Calculation	10.6%	handled within 20 seconds
Penalty Range	49.0% to 38.4%	
Offset Range	70.1% to 80.7%	

Note: Data provided to the nearest 10th of a percent, in accordance with Section VII A.

(1) As revised in response to DTE-1-1 in DTE 03-19, filed on May 7, 2003.

Emergency Call Data

Benchmark	80.4%	handled within 20 seconds
Current Year Performance	2005: 82.4%	handled within 20 seconds
Historical Data Used to Set Benchmark	2004: 79.3%	handled within 20 seconds
	2003: 83.5%	handled within 20 seconds
	2002: 80.7%	handled within 20 seconds
	2001: 78.0% (1)	handled within 20 seconds
Average	80.4%	
Standard Deviation Calculation	2.4%	handled within 20 seconds
Penalty Range	78.0% to 75.7%	
Offset Range	82.7% to 85.1%	

Note: Data provided to the nearest 10th of a percent, in accordance with Section VII A.

(1) Based on November and December 2001 data.

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Gas Division

Service Appointments Met As Scheduled

Benchmarks, Standard Deviations, and Supporting Calculations

Benchmark	98.8%	met as scheduled
Current Year Data	2005: 99.1%	met as scheduled
Historical Data	2004: 99.5%	met as scheduled
Used to Set Benchmark	2003: 99.2%	met as scheduled
	2002: 99.0% (1)	met as scheduled
	2001: 98.0%	met as scheduled
	2000: 98.3%	met as scheduled
Average	98.8%	met as scheduled
Standard Deviation Calculation	0.6%	met as scheduled
Penalty Range	98.2% to 97.5%	
Offset Range	99.4% to 100.0%	

Note: Data provided to the nearest 10th of a percent, in accordance with Section VII A.

(1) As revised in response to DTE-1-2 in DTE 03-19, filed on May 7, 2003.

Fitchburg Gas and Electric Light Company d/b/a Unitil

Gas Division

On-Cycle Meter Readings

Benchmarks, Standard Deviations, and Supporting Calculations

Benchmark	91.0%	meters read on-cycle
Current Year Performance	2005: 92.8%	meters read on-cycle
Historical Data Used to Set Benchmark	2004: 93.8%	meters read on-cycle
	2003: 92.6%	meters read on-cycle
	2002: 92.9%	meters read on-cycle
	2001: 92.5%	meters read on-cycle
	2000: 90.9%	meters read on-cycle
	1999: 90.6%	meters read on-cycle
	1998: 83.6%	meters read on-cycle
Average	91.0%	meters read on-cycle
Standard Deviation Calculation	3.4%	meters read on-cycle
Penalty Range	87.5% to 84.1%	
Offset Range	94.4% to 97.9%	

Note: Data provided to the nearest 10th of a percent, in accordance with Section VII A.

Fitchburg Gas and Electric Light Company d/b/a Unitil

Gas Division

Consumer Division Cases⁽¹⁾

Benchmarks, Standard Deviations, and Supporting Calculations

Benchmark	67.1 Cases
Current Year Performance	2005: 32.0 Cases
Historical Data Used to Set Benchmark	2004: 48.0 Cases 2003: 84.0 Cases 2002: 58.0 Cases 2001: 68.0 Cases 2000: 63.0 Cases 1999: 78.0 Cases 1998: 94.0 Cases 1997: 54.0 Cases 1996: 77.0 Cases 1995: 47.0 Cases
Average	67.1 Cases
Standard Deviation Calculation	15.9 Cases
Penalty Range	83.0 to 98.8 Cases
Offset Range	51.2 to 35.4 Cases

Note: Data provided to the nearest 10th of a case.

(1) All consumer division cases for FG&E are reported under FG&E's gas division.

Fitchburg Gas and Electric Light Company d/b/a Unitil

Gas Division

Billing Adjustments

Benchmarks, Standard Deviations, and Supporting Calculations

Benchmark	\$51.41 per 1,000 Customers
Current Year Performance	2005: \$28.75 per 1,000 Customers
Historical Data Used to Set Benchmark	2004: \$2.74 per 1,000 Customers 2003: \$111.14 per 1,000 Customers 2002: \$50.35 per 1,000 Customers 2001: \$0 per 1,000 Customers 2000: \$24.79 per 1,000 Customers 1999: \$71.20 per 1,000 Customers 1998: \$253.83 per 1,000 Customers 1997: \$0 per 1,000 Customers 1996: \$0 per 1,000 Customers 1995: \$0 per 1,000 Customers
Average	\$51.41 per 1,000 Customers
Standard Deviation Calculation	\$80.68 per 1,000 Customers
Penalty Range	\$132.09 to \$212.77
Offset Range	not applicable*

Note: Data provided to the nearest 100th of a dollar.

*Offsets are not applicable at this time because one standard deviation below the average is in the negative range.

Since the deadband alone brings this value below zero, no offset is applicable at this time.

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Gas Division

Response to Odor Calls

Benchmarks, Standard Deviations, and Supporting Calculations

Benchmark	95%
Current Year Performance	2005: 100%
Historical Data	2004: 100% 2003: 99% 2002: 99% 2001: 98% 2000: 99% 1999: 99% 1998: 96%
Average	99%
Penalty Range	94% to 91%
Offset Range	96% to 99%

Note: Data provided to the nearest percentage point, in accordance with Section VII A.

Fitchburg Gas and Electric Light Company d/b/a Unitil

Gas Division

Lost Work Time Accident Rate

Benchmarks, Standard Deviations, and Supporting Calculations

Benchmark		7.94	incidents per 100 FTEs
Current Year Performance	2005:	4.69	incidents per 100 FTEs
Historical Data	2004:	5.52	incidents per 100 FTEs
Used to Set Benchmark	2003:	2.20	incidents per 100 FTEs
	2002:	1.02	incidents per 100 FTEs
	2001:	7.33	incidents per 100 FTEs
	2000:	7.44	incidents per 100 FTEs
	1999:	7.34	incidents per 100 FTEs
	1998:	11.83	incidents per 100 FTEs
	1997:	9.91	incidents per 100 FTEs
	1996:	13.99	incidents per 100 FTEs
	1995:	12.78	incidents per 100 FTEs
Average		7.94	incidents per 100 FTEs
Standard Deviation Calculation		4.30	incidents per 100 FTEs
Penalty Range		12.24 to 16.54	
Offset Range		3.63 to 0.00	

Note: Data provided to the nearest 100th of an accident, in accordance with Section VII A.

Fitchburg Gas and Electric Light Company d/b/a Unitil

Staffing Levels

Historial Data and Average

Current Year Performance	2005:	83
Historical Data*	2004:	85
	2003:	87
	2002:	86
	2001:	85
	2000:	83
	1999:	83
	1998:	83
	1997:	102
Average		87

*Based on number of employees on payroll at the end of the year. Commencing with 2002, staffing level refers to the number of staff positions which includes the number of employees on payroll plus open positions.

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Restricted Work Day Rate

Historial Data and Average

Current Year Performance	2005:	1.2	cases
Historical Data	2004:	4.4	cases
	2003:	1.1	cases
	2002:	0.0	cases
	2001:	4.2	cases
Average		2.4	cases

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Property Damage in Excess of \$5,000

Historial Data and Average

Current Year Performance	2005:	0.0	incidents
Historical Data	2004:	0.0	incidents
	2003:	0.0	incidents
	2002:	0.0	incidents
	2001:	0.0	incidents
Average		0.0	incidents

Fitchburg Gas and Electric Light Company d/b/a Unitil

Unaccounted for Gas

Historial Data and Average

	<u>%</u>	<u>Dkth</u>
Current Year Performance	2005: 0.93%	25,409
Historical Data	2004: 1.97%	53,475
	2003: 1.12%	30,561
	2002: 1.69%	47,517
	2001: 0.56%	13,778
Average	1.34%	36,333

Fitchburg Gas and Electric Light Company d/b/a Unitil

Capital Expenditures

Historial Data and Average

	<u>\$ Expenditure</u>	<u># of Projects</u>
Current Year Performance	2005: \$5,695,233	15
Historical Data	2004: \$4,766,450	16
	2003: \$3,618,539	10
	2002: \$3,293,824	10
	2001: \$6,361,189	20
	2000: \$5,047,525	15
	1999: \$4,191,194	12
	1998: \$3,555,786	8
	1997: \$2,910,382	11
	1996: \$2,845,095	9
	1995: \$1,366,934	11
Average	\$3,795,692	12

Fitchburg Gas and Electric Light Company d/b/a Unitil

Customer Surveys

Historial Data and Average

Customer Satisfaction - Random (Scale 1 - 7)

Current Year Performance	2005: 5.2
Historical Data	2004: 5.3
	2003: 5.2
	2002: 5.2
Average	5.2

Customer Specific - Calls (Scale 1 - 7)

Current Year Performance	2005: 5.7
Historical Data	2004: 5.7
	2003: 5.9
	2002: 6.1
Average	5.9

Fitchburg Gas and Electric Light Company d/b/a Unitil

Customer Service Guarantees

Historial Data and Average

	<u>\$ Amount</u>	<u># of Payments</u>
Current Year Performance	2005: \$0	0
Historical Data	2004: \$0	0
	2003: \$0	0
	2002: \$0	0
Average	\$0	0